

Dental Key Contacts Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday - Friday (unless otherwise stated)		
Topic	Contact	Information Available
American Dental Association	American Dental Association Council on Dental Care Programs 211 East Chicago Avenue Chicago, IL 60611-2678 Phone: (800) 947-4746 In and out of state	<ul style="list-style-type: none"> To order the current CDT-3 Dental Terminology manual. Hours are 7:00 a.m. to 5:00 p.m. Mon-Fri (Central Time)
Claims (Medicaid)	Claims Processing Unit P. O. Box 8000 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> Send paper claims to this address. For claims questions, call the number listed.
Client Eligibility		<ul style="list-style-type: none"> See <i>Client Eligibility</i> in the <i>Key Contacts</i> listing.
PASSPORT Client HelpLine	PASSPORT to Health P.O. Box 254 Helena, MT 59624-0254 Phone: (800) 362-8312 In and out of state	<ul style="list-style-type: none"> Clients who have general Medicaid questions may call the Client HelpLine.
PASSPORT Provider HelpLine	PASSPORT to Health P.O. Box 254 Helena, MT 59624-0254 Phone: (800) 480-6823 In and out of state	<ul style="list-style-type: none"> For any PASSPORT related questions, or to enroll as a PASSPORT provider.
Policy Questions	Denise King Medicaid Services Bureau P.O. Box 202951 1400 Broadway Helena, MT 59620-2951 Phone: (406) 444-4189 In and out of state Fax: (406) 444-1861 In and out of state E-Mail: dking@state.mt.us	<ul style="list-style-type: none"> See also <i>Policy Questions</i> in <i>Key Contacts</i> listing.
Prior Authorization	Claims Processing Unit P. O. Box 8000 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> PA is required for all orthodontic services. In certain circumstances, some limits may be exceeded if prior authorization is granted. Send paper claims to this address. For claims questions, call the number listed. See also <i>Prior Authorization</i> in the <i>Key Contacts</i> listing.

Dental Key Contacts (continued) Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday - Friday		
Topic	Contact	Information Available
Provider Enrollment	Provider Enrollment Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> To enroll as a Montana Medicaid Provider.
Provider Relations	Provider Relations Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> For questions about claims, EDI, eligibility, payments, denials, or to request billing instructions, manuals, or fee schedules, call or write. Billing instructions, manuals, forms, and fee schedules are also available on this web site. See <i>Manuals</i> and <i>Fee Schedules</i>.
Restricted Client Authorization	Surveillance/Utilization Review Section P.O. Box 202953 Helena, MT 59620 Phone: (406) 444-4167 In and out of state	<ul style="list-style-type: none"> For authorization for emergency services provided for restricted clients, contact the Surveillance/Utilization Review Section (SURS). All other services must be authorized by the client's designated provider. See <i>Authorization, Prior and Restricted</i> in the <i>Key Contacts</i> listing for other authorization information.
Third Party Liability	Third Party Liability Unit P. O. Box 5838 Helena, MT 59604 Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena	<ul style="list-style-type: none"> For questions about private insurance, Medicare or other third-party liability.